Using Your Gateway PC

Including:

- Hardware Features
- Learning About Your Computer
- Using the HelpSpot!
- Using the Internet
- Productivity & Entertainment

Gateway™

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Selecting a proper environment

To ensure years of reliable service, it is important that you select a proper environment for the computer.

We recommend:

- A grounded electrical outlet for the computer, monitor, and each peripheral
- If your computer is equipped with a modem, a telephone outlet within 6 feet (1.8 m) of the computer
- Surge protection for both power and telephone line to prevent damage to the computer from electrical storms and other power surge
- At least 12 inches (30 cm) for ventilation around the system. Do not block or cover openings on the computer

We suggest that you avoid:

- Dirt, dust, and smoke
- Magnetic fields such as fans, radios, large speaker systems, air conditioners, microwave ovens, and electric motors
- Extreme temperature and humidity

Setting up the computer

Setup of your computer is easy with its color-coded connections. To set up the computer, refer to the setup poster for instructions.

If you have already set up the computer, see "Hardware features" on page 3 to learn about the computer's front panel, mouse, and keyboard.

Hardware features

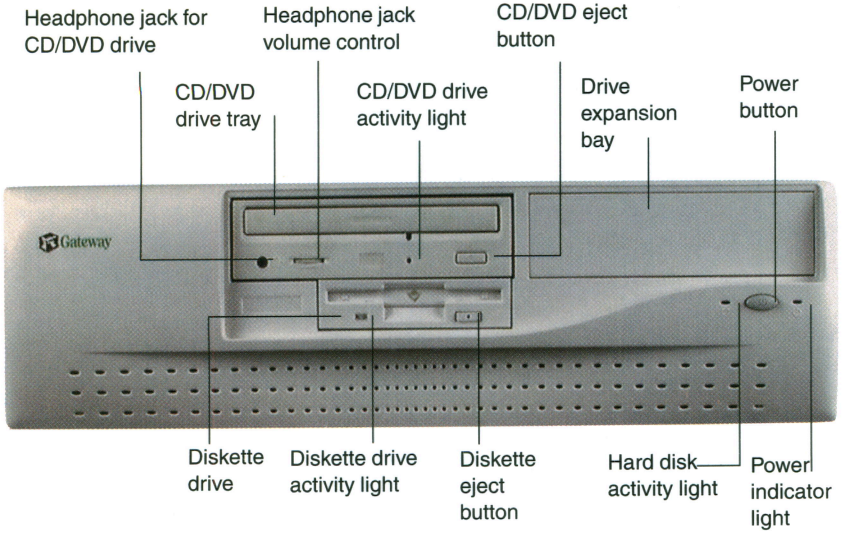
This section illustrates the features on the front panel of the computer, mouse, and keyboard. The illustrations below show typical configurations and may vary from the configuration that you purchased.

For information about your monitor and speakers, refer to the documentation included with them.

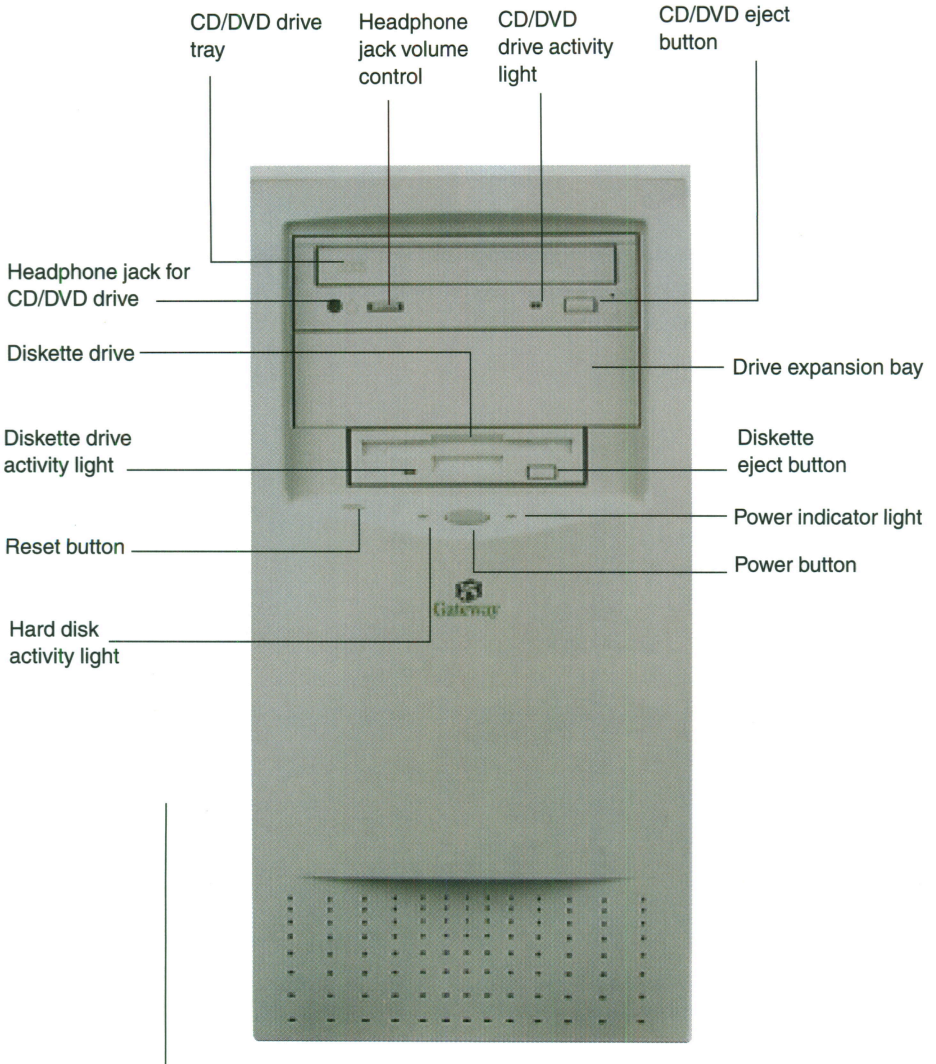
Front panel features

The following illustrations show the front panel features of the desktop, micro-tower, mid-tower, and tower computers. Refer to the section that corresponds to your computer case style.

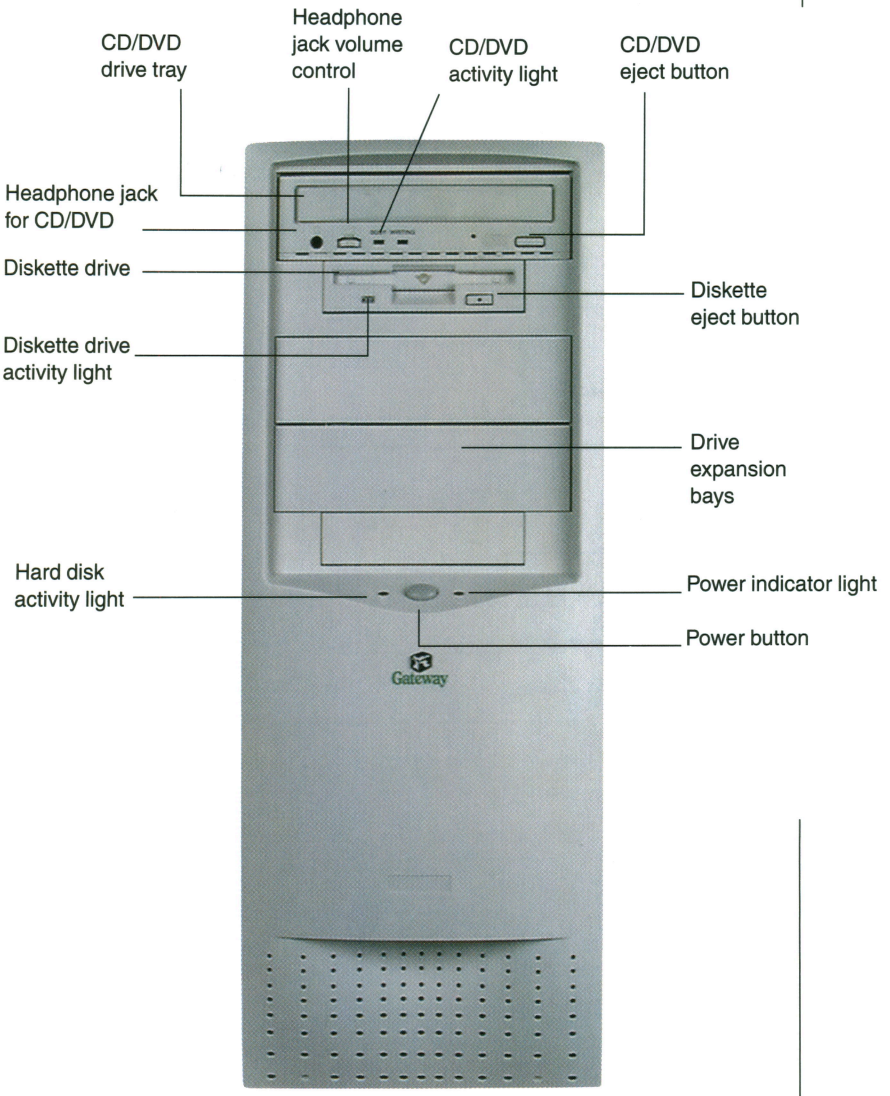
Desktop computer



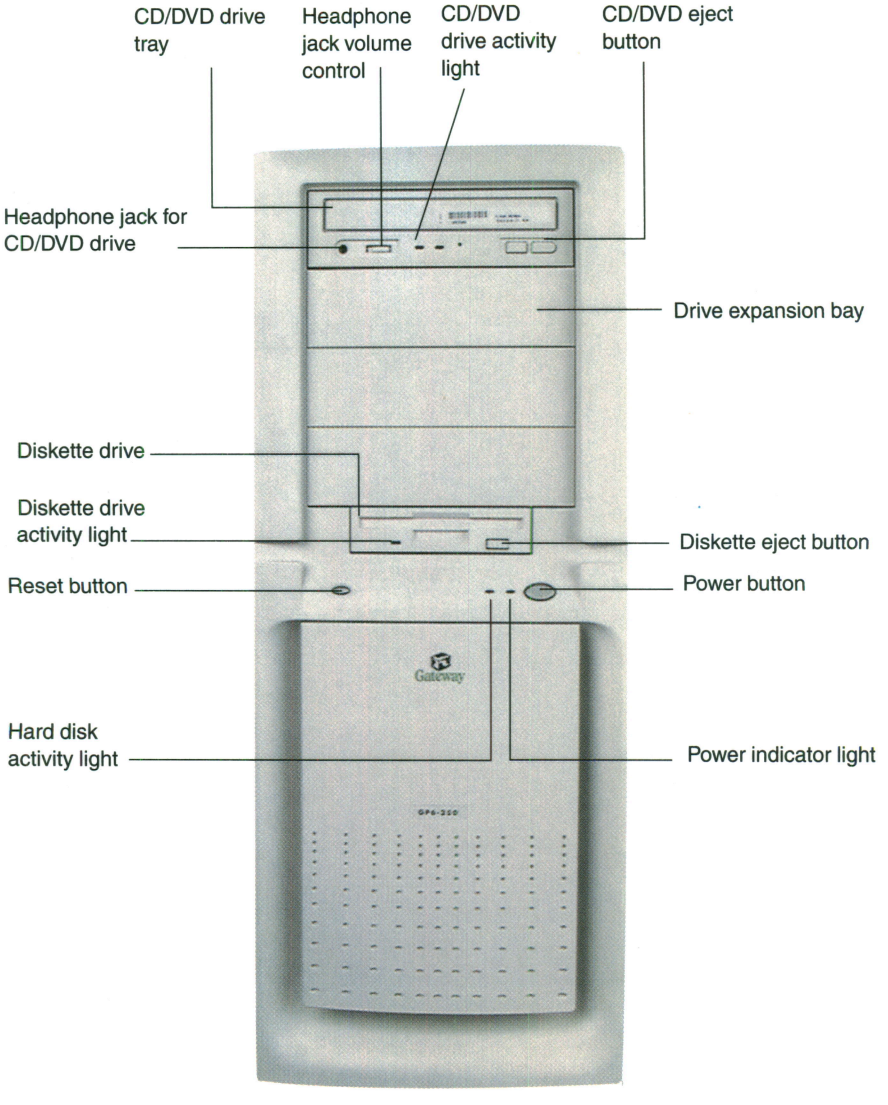
Micro-tower computer



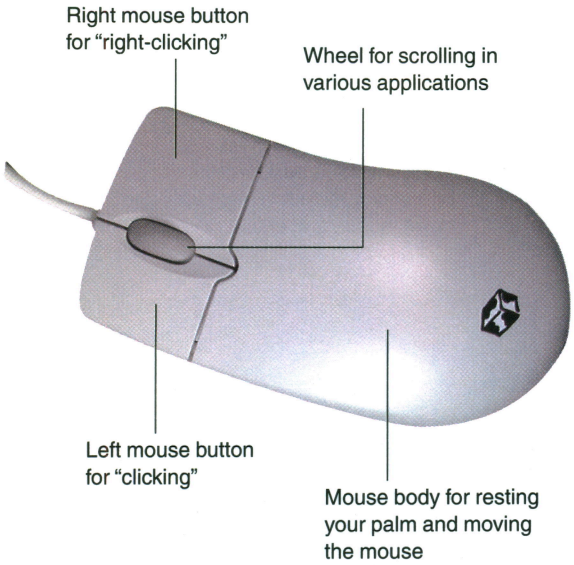
Mid-tower computer



Tower computer



Mouse



To customize your mouse button configuration, pointers, and motion, click **Start**, select **Settings**, **Control Panel**, then double-click **Mouse**.

Keyboard

Function keys perform various functions, depending on the application.

Additional keys perform cursor operations, including page up, page down, home, and end.

Indicator lights indicate Num Lock, Caps Lock, and Scroll Lock status.

When Num Lock is activated, these keys function as a numeric keypad. Otherwise they perform alternate functions as labeled.

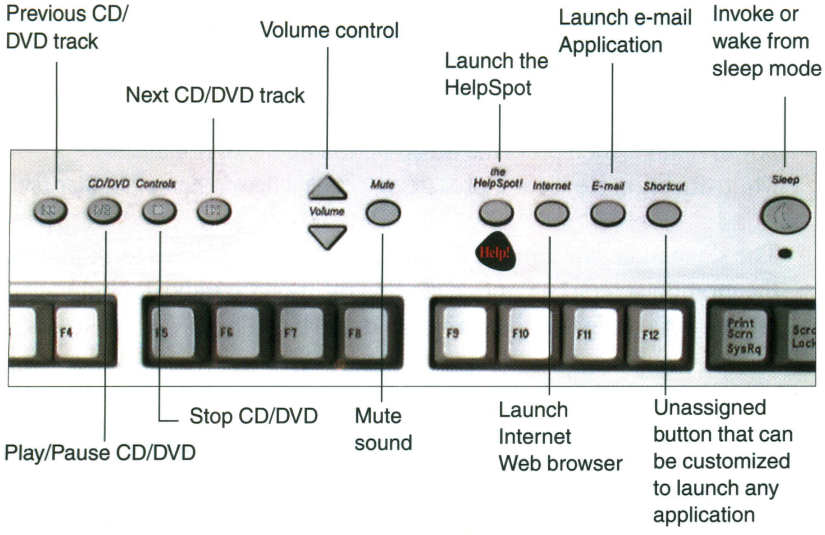
Windows key activates the Windows Start menu. A second Windows key is to the right of the space bar.

Application key activates a menu. Equivalent to a right-click.

Directional keys move the cursor location.

Multi-function buttons

Additional function buttons are available on the optional Multi-function Keyboard. These buttons are located above the standard function keys.



Your Multi-function keyboard may vary from this illustration.

Customizing the multi-function buttons

Using the Multi-function Keyboard Utility you can change the application that launches from some of the buttons on the Multi-function Keyboard.

To customize your multi-functions buttons, click **Start**, select **Settings**, click **Control Panel**, then double-click the **Multi-function Keyboard** icon.

Using sleep mode

Sleep mode is a power management feature that lets your system conserve power when not in use.

To put the computer in sleep mode

- Save and close any open files to prevent data loss in the event of a power outage, then press the Sleep button on the optional Multi-function Keyboard, or **Start**, select **Shut Down**, then click **Standby**.

  The sleep indicator light on the Multi-function Keyboard turns amber, the monitor screen becomes dark, and the monitor indicator light turns amber, indicating that the computer is in sleep mode.

To wake the computer from sleep mode

- Press the Sleep button on the optional Multi-function Keyboard, move the mouse, or press any key on the keyboard.

  The sleep indicator light on the Multi-function Keyboard turns green, the monitor display brightens, and the monitor indicator light turns green, indicating that the computer is awakened from sleep mode.

Shutting down the computer

Improperly shutting down the computer by pressing the power button can result in loss of data. Because of this, you should always properly shut down your computer by following the instructions below.

Shut down the computer whenever you need to move it or open the system case to upgrade or install components.

To shut down the computer

1. Close any open applications, saving your work if necessary.
2. Click **Start**, then **Shut Down**.

   The Shut Down Windows dialog box appears.
3. Select the **Shut down** option.
4. Click **OK**.

   Windows closes and the computer shuts down.
5. Turn off the monitor and any external peripherals (speakers, printers, scanners, etc.).

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Introduction

We have included information with the computer in printed, electronic, and interactive electronic formats to help you learn how to use your computer. This chapter is designed to help you become familiar with and to help you use these resources.

The resources discussed in this chapter are:

- The HelpSpot™
- Application Help
- Gateway documentation

The information in this guide assumes that you know the basic concepts described in the Windows manual such as using the mouse and accessing menus. If you are new to Windows and need more information on basic Windows concepts, we recommend you see the Microsoft® Windows® manual before continuing. This manual contains information for beginner, novice, and intermediate users on how to use Windows.

The HelpSpot

At Gateway, we want your computing experience to be as enjoyable and trouble-free as possible. So, to help you use your computer, we've installed a program called the HelpSpot.

The HelpSpot is designed to help you educate yourself about your computer and the things you can do with it. It also provides you with a set of maintenance and repair tools. More information about using the preventative maintenance and repair tools is included in your *Maintaining and Troubleshooting Your Gateway PC* guide.

Starting the HelpSpot

The HelpSpot program is already installed on your computer. An introductory tutorial video about the HelpSpot is included on the HelpSpot CD.

To start the HelpSpot and view the tutorial

1. Insert the HelpSpot CD into your CD/DVD drive.
2. Start the HelpSpot by clicking **Start**, then **the HelpSpot**. The HelpSpot opens and the video tutorial about using the HelpSpot begins playing.

The tutorial plays automatically the first time you start the HelpSpot program. To view the tutorial again, click **Introduction**, then **HelpSpot! Tutorial** in the main screen. The HelpSpot CD must be in the CD/DVD drive for the tutorial to play.

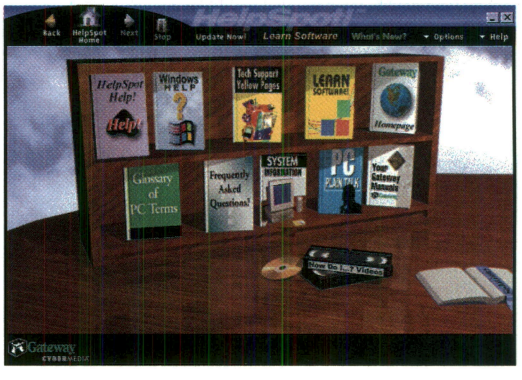
Educational resources in the HelpSpot

The HelpSpot contains several electronic "books" of information that you can refer to when you need answers to your PC questions.

To use education resources in the HelpSpot

1. Click **Start**, then **the HelpSpot**. The HelpSpot opens.

2. Click the Education book icon. The Education screen appears.



3. Click a book to view its contents.

The following table provides a brief description of some of the books you may find especially useful for learning about your computer.

To view the video tutorials, you must have the HelpSpot CD into the CD/DVD drive.

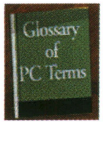
These video tutorials explain how to perform many common computer tasks. To access these tutorials, click **How Do I...? Videos**, click the title to select a tutorial, and click the **Play** button to view it.

If you are interested in online tutoring, click this book. You can take a free course on Windows that is stored on your hard drive. Then, using the Internet, you can automatically connect to a site offering more tutorials. (You must be able to connect to the Internet to use the Internet Learning feature. For more information about the Internet, see Chapter 3 of this manual.)

For more information, see "Learn Software" on page 19.

Clicking on this book starts Windows Help. You can either choose from the topics displayed in the Contents page, or you can click the Index tab and search on a specific topic.

The HelpSpot contains more than just the Education library. If you want to learn more about what the HelpSpot is all about and how to use it, click this book.



Are you curious about what RAM or SCSI stand for? Do you hear computer terminology being used around you, but don't really understand it? Clicking the glossary lets you look up these computer terms.

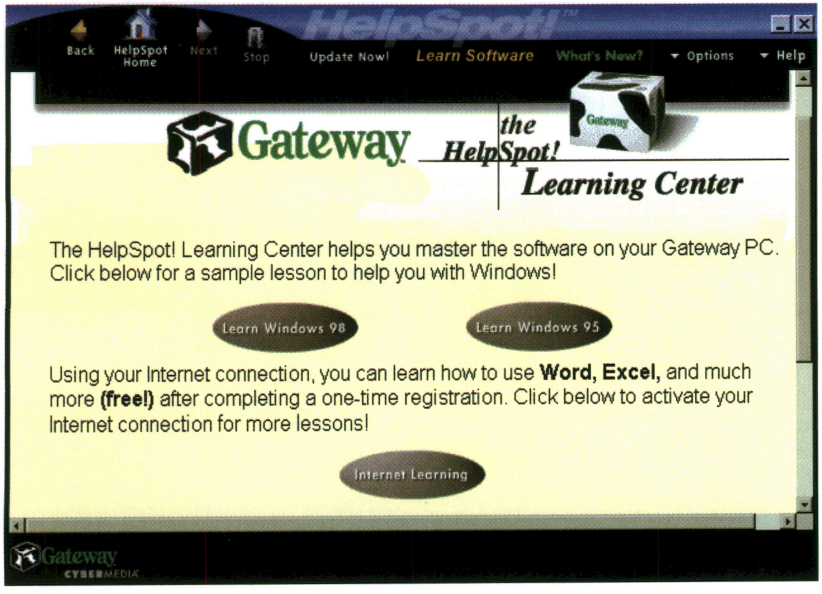
Many frequently asked questions (FAQs) about Gateway computers were gathered for this reference guide.

Clicking this book opens an electronic book stored on your hard drive. This book is written by Gateway staff and presents computer information in a non-technical way.

Online books about your Gateway system and its components are available by clicking this book.

Learn Software

To learn more about how to use your software, access online tutorials by clicking the Learn Software book in the Education screen of the HelpSpot.



Clicking **Learn Windows 98** or **Learn Windows 95** takes you to a sample lesson so you can get an idea of the kind of online tutoring this feature offers without connecting to the Internet first. You need to have the HelpSpot CD in the CD/DVD drive to access the sample tutorial.

If you like the sample tutorial and want to learn more, click the **Internet Learning** button. When you do, this window opens:

When this window opens, you are connected to a site on the Internet with more sample software lessons. If you want to move on to different software or advanced tutorials, register using the online registration procedure to find out more about the learning services offered here.

If you have not set up an Internet connection yet, you must do so before using this feature. For more information, see "The HelpSpot and the Internet" on page 42.

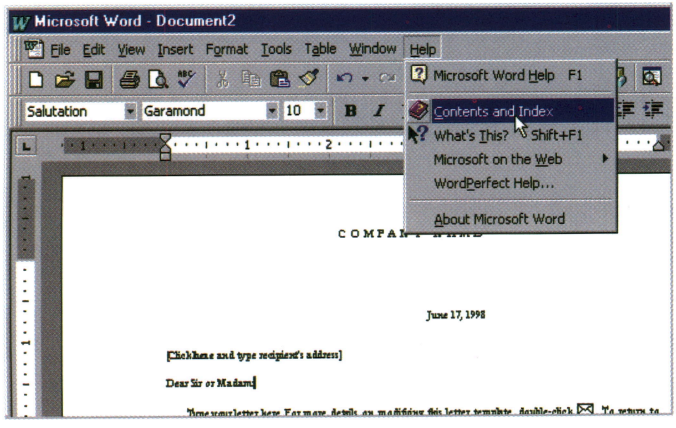
Application Help

To help you learn how to use the applications on the computer, refer to the online Help provided with each application.

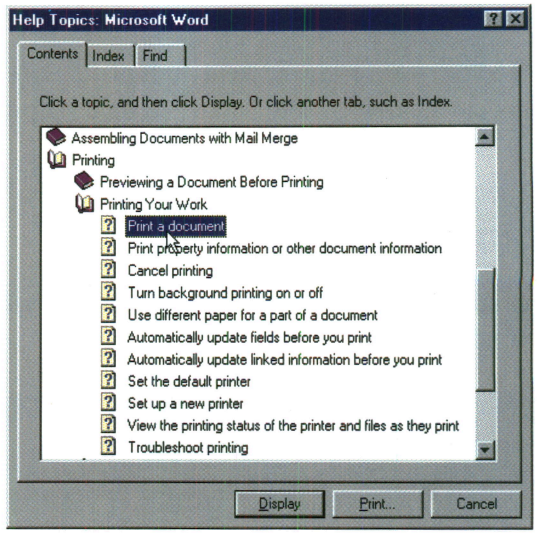
In the examples below, we use two different types of online help to learn how to print a document in Microsoft® Word: standard Help and "assistant" Help.

Using standard Help

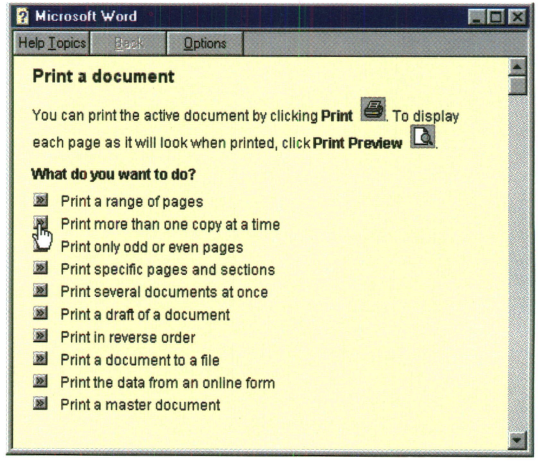
To open the appropriate topic about printing, click **Contents and Index** from the Microsoft Word **Help** menu.



The Help dialog box opens. Now click the **Contents** tab, click the appropriate topic, then click **Display**.



The help topic appears. Click the topic that answers your question and follow any on-screen instructions.

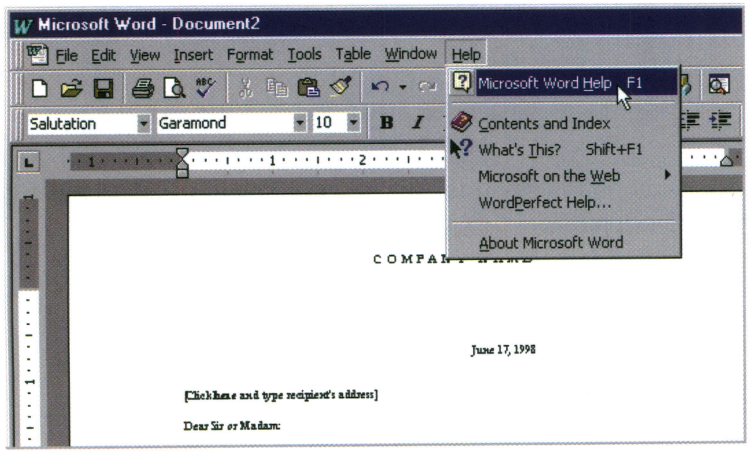


Using assistants

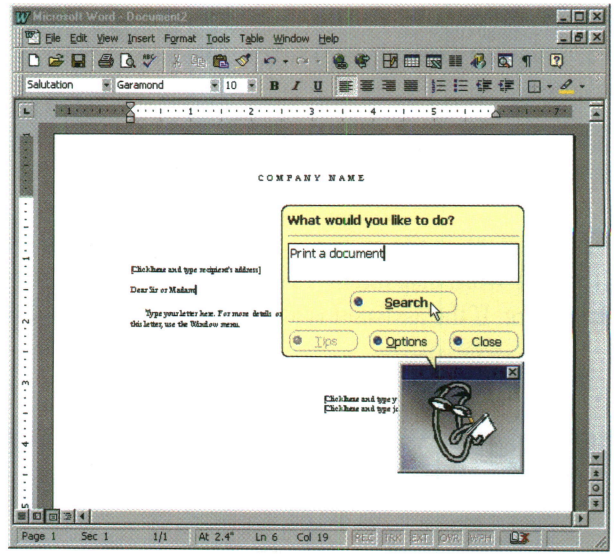
Assistants are interactive characters or "agents" available in some applications that observe how you use the application and suggest easier methods to accomplish particular tasks. You can also ask the assistant specific questions.

Not all applications have assistants. However, assistants are available in Microsoft® Office applications, including Microsoft Word.

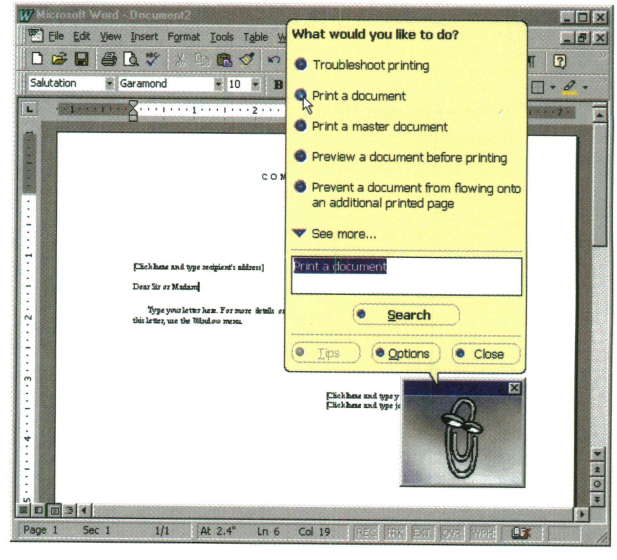
To activate the assistant, in the example below we click **Microsoft Word Help** from the Microsoft Word **Help** menu. Then we request information about printing a document. If the assistant is already active, click it to ask a question.



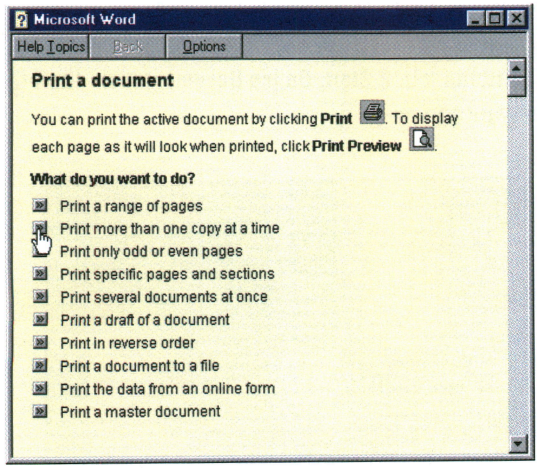
The assistant appears and asks for your query. Type your question, phrase, or keyword, then click **Search**.



If necessary, the assistant will ask you to select a more specific topic. Click the appropriate topic.



The help topic appears. To locate the information that answers your question, follow the on-screen instructions.

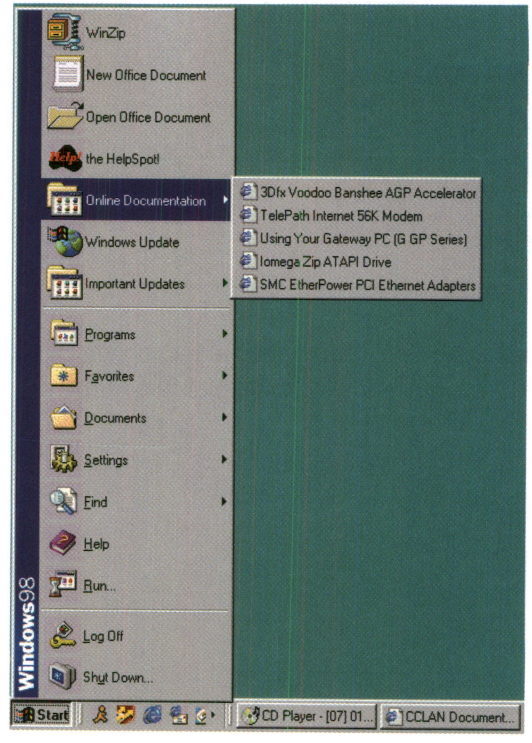


Though this method differs from the one in the section "Using standard Help" on page 21, the resulting information is the same.

Online documentation

In addition to your printed documentation, we have shipped manuals in online format to help you with your computer.

To view these documents, click **Start**, **Online Documentation**, then the title of the document you want to view.



Other documents that may have information about your system can be found by clicking **Start**, **Important Updates**, then the title of the document you want to view.

You can either view the manual on screen or, if you have a printer, print the manual.

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Welcome to the Internet

The *Internet* is a worldwide network of computers linked together to provide information to users everywhere. You can access this global network by connecting your computer to a normal phone line and signing up with an Internet Service Provider (ISP). The two most popular services on the Internet include e-mail and the World Wide Web.

E-mail (electronic mail) lets you send messages to anyone in the world, as long as you and the recipient both have an Internet connection and an e-mail address.

The *World Wide Web* is a user-friendly multimedia window to the Internet that gives you easy access to millions of sources of information. On the Web you can shop, track investments, get news and weather, download software, visit entertainment sites, and much more.

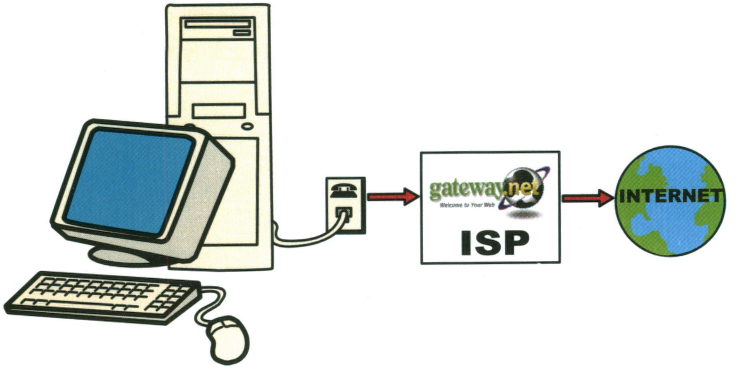
To begin your journey through the Internet you need:

- A modem – a device installed in the computer that connects the computer to a phone line. If you have telephone jacks on the back of your computer, you have a modem.
- An Internet Service Provider (ISP) – a connection between the modem and the Internet, such as the gateway.net℠ Internet service.
- An e-mail application – an application that lets you send and receive e-mail over the Internet.
- A Web browser – an application that translates World Wide Web information from the Internet and displays it on your computer.

Connecting to the Internet

Setting up an Internet account

Before you can use the Internet, you must set up an account with an Internet Service Provider (ISP). The ISP is the connection between your computer and the Internet. To connect to the Internet, your computer calls a telephone number provided by the ISP.



If you set up an account with the gateway.net[SM] Internet service, you are offered a choice of plans available in your area. If you choose a plan and continue the setup process, a dial-up account and an Internet e-mail address will be created for you. After completing the setup, your computer's Internet applications will be configured and ready to access the Internet.

To set up an Internet account with gateway.net

1. Double-click the **gateway.net** icon on the computer desktop.
2. Follow the on-screen instructions.

After you complete the setup of gateway.net you will be able to immediately connect to your account. Your e-mail services should be active within thirty minutes.

★ *Important!*

These instructions are specific to the gateway.net Internet access service.

If you have an account with another Internet Service Provider (ISP), refer to the documentation from that ISP.

Connecting to your Internet account

To use Internet services, your computer must have an active telephone connection to your Internet Service Provider (ISP). To make this connection, your computer dials and connects with an access telephone number, provided by your ISP.

To connect to your gateway.net Internet account

1. On the desktop, double-click the **Connect to gateway.net** icon or press the Internet button on the optional Multi-function keyboard.

   The gateway.net Sign-In dialog box opens.

2. If your user name is not entered, type it in the **User Name** text box.

3. If your password is not entered, type it in the **Password** text box.

   To prevent onlookers from seeing your password, asterisks appear on-screen.

4. If the dialer is not set to dial automatically, click **Connect**.

   The computer dials a gateway.net access phone number.

   After connecting, the Web browser opens and the browser's home page (by default, gateway.yahoo.com) appears. For information about the Web and the Web browser, see "Using the World Wide Web" on page 33.

About Internet performance

It is important to keep in mind that the Internet is made up of many interconnected components that can affect your overall Internet experience.

It is not unusual to experience the following conditions from time to time:

- Web pages that display slowly, while others display quickly
- Variations in the time required to check your e-mail or download files
- Variations in connection speed
- Error messages ("File not found," "Access denied," "Service not available," etc.) when attempting to connect to some Web pages

Factors that can affect your Internet performance:

- Conditions of the phone lines in your residence can affect your connection speed.
- Conditions of the phone lines and switches at your local telephone company can affect your connection speed.
- Conditions of the Internet computers to which you connect and the number of users accessing those computers can slow your download speeds.
- Web pages that have been removed, changed location, or are busy can cause error messages.
- Complex, graphics-intensive, and multimedia-intensive Web pages require longer times to transfer to your computer and to display on your screen.
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer can slow the performance of each individual application.

★ *Important!*

These instructions are specific to the gateway.net Internet access service.

If you have an account with another Internet Service Provider (ISP), refer to the documentation from that ISP.

Disconnecting from your Internet account

After you have finished using the Internet (browsing the Web, using e-mail, etc.), you can disconnect from your Internet account.

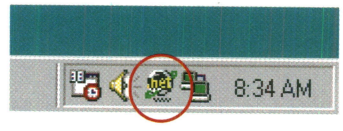
To disconnect from your gateway.net Internet account

1. Close your e-mail application.

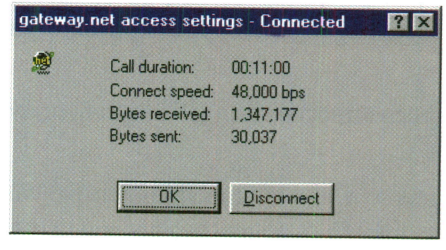
   If you have unsent e-mail in your outbox, you are prompted to send it.

2. Close all Web browser windows.

3. On the taskbar double-click the gateway.net icon.



   The access settings dialog box appears.

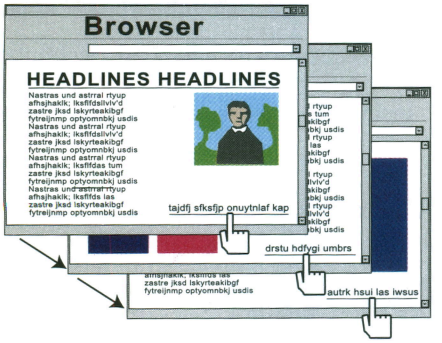


4. Click **Disconnect**.

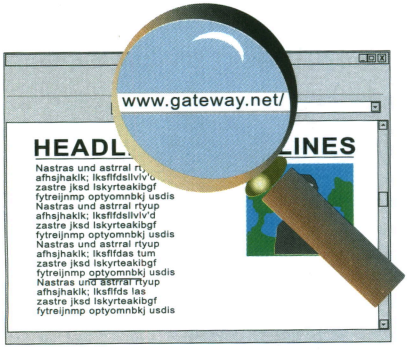
   The computer disconnects from the Internet.

Using the World Wide Web

The World Wide Web is a collection of on-screen *pages* and *sites* (a collection of pages) on the Internet that you can access and display on your computer. To view a web page, you enter its Web address into your Web browser, then click areas of that page, called *links*, to go to other pages.



A *Web address*, also sometimes referred to as a *URL*, for *Uniform Resource Locator*, is a unique identifier of a specific computer on the Internet that contains that Web site's pages.



Connecting to a Web site

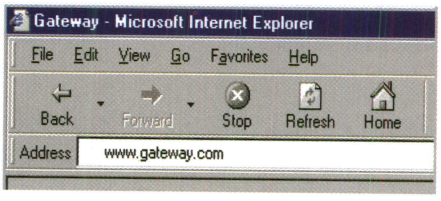
After you set up an account with an Internet Service Provider (ISP) such as gateway.net, you are ready to begin using the many information sources on the World Wide Web.

To connect to a Web site

1. Connect to your gateway.net account (or other ISP account).

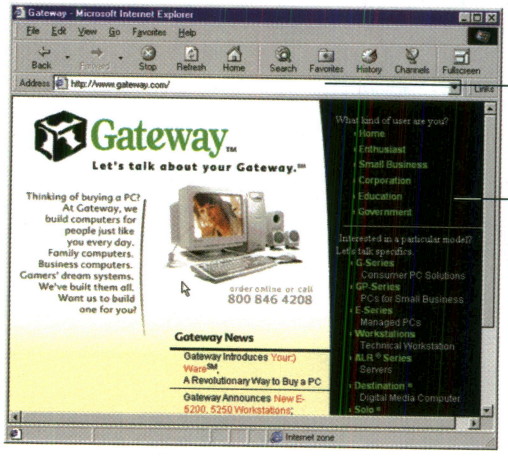
   After the computer connects, the browser's home page appears in the Web browser.

2. To go to a different Web site, type its address (for example, **www.gateway.com**) in the browser's address bar and press ENTER.



Web address typed in Microsoft Internet Explorer Address bar.

The Web browser locates the server computer on the Internet, transfers (or *downloads*) data, including text and graphics, to your computer, and displays the page in the Web browser window.



Address Bar

Web browser window

Note:

The display of Web pages is not instantaneous. Times vary, depending on the complexity of the Web page and other Internet conditions.

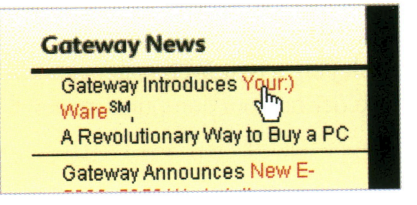
See "About Internet performance" on page 31.

Using a Web page

After you have connected to a Web site, you can view the page and click areas on the page called *hyperlinks*, or *links*, to go to other pages on that Web site or on other Web sites.

To view and navigate Web pages:

- **Use your browser's resize and scrolling controls.** Some Web pages are larger than the Web browser window. You can view the entire contents of a Web page by resizing your browser window and using the scroll bars. (For information about learning to use Windows, see your Windows manual.)
- **Click links on the Web page.** Most Web pages have links that are areas of the page that, when clicked, go to another Web page. A link can be colored text (sometimes underlined), a picture, or an animated image. When you move the cursor over a link, it changes to a "hand," showing you that you can click to jump to another page.

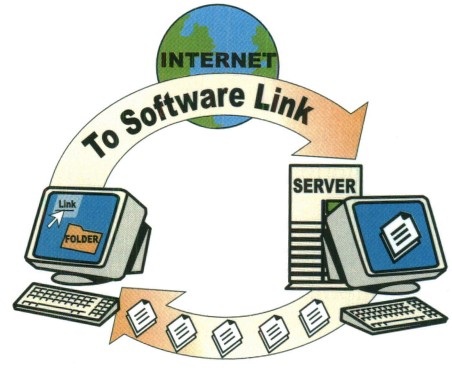


- **Click your browser's Back and Forward buttons.** To go back to a page that you previously visited in this online session, click the browser's **Back** button. To move forward again, click **Forward**.

For other tips and tricks about browsing the Web, including setting bookmarks to your favorite Web sites, customizing your browser, and printing, see your Web browser's online help.

Downloading software

Downloading is the process of transferring files from a server computer on the Internet to a folder on your computer. In addition to viewing Web pages, you can download files and programs that you can view and install.



Clicking a link on a Web page to download a file is similar to clicking a link to another Web page. However, when you click a link to "downloadable" software, rather than displaying a new Web page, your Web browser prompts you to select a folder on your computer in which to save the file.

To download software from a Web site

1. Create a folder on your computer to contain the file that you will download. (For information about creating and finding folders on your computer, see your Microsoft Windows manual or Windows help.)

2. Click the link for the file that you want to download.

3. Follow the on-screen instructions to save the file in the folder that you created in Step 1.

   A copy of the file is transferred to your computer. Download time varies, based on file size and other Internet conditions. See "About Internet performance" on page 31.

4. Locate and open the folder that you created in Step 1.

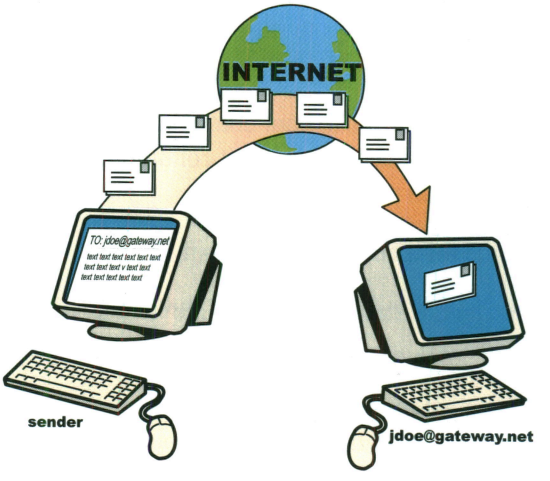
5. To install or view the file, double-click it. If applicable, follow the instructions provided on the Web site to run or install the program.

   After you have installed the downloaded program or otherwise finished using the file, you can delete it from your computer.

Using e-mail

You can send *E-mail* (electronic mail), over the Internet to anyone on the Internet with an e-mail address.

Sending e-mail requires no postage or other additional fees — it is a free service of your Internet account. And, because the Internet never "closes," you can send e-mail messages at any time of the day or night. Your e-mail arrives at most Internet e-mail addresses in minutes.



An *e-mail address* consists of a user name, the @ symbol, and the "domain name" of the ISP or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with the gateway.net ISP might have this e-mail address:

jdoe@gateway.net

which is...

User name at *Internet domain name*

Sending e-mail

If you have signed up for an account with the gateway.net Internet access service, your e-mail is set up and ready to use.

To send e-mail

1. Connect to your gateway.net account (or other ISP account).

   After the computer connects, the browser's home page appears in the Web browser.

2. Press the E-mail button on the optional Multi-function keyboard or from the Web browser start your e-mail application:

   - If you use the Microsoft Internet Explorer Web browser, click **Go**, then **Mail**. This opens the Microsoft Outlook Express e-mail application.
   - If you use the Netscape Navigator Web browser, click **Communicator**, then **Messenger Mailbox**. This opens the Netscape Messenger e-mail application.

3. Open a new message window:

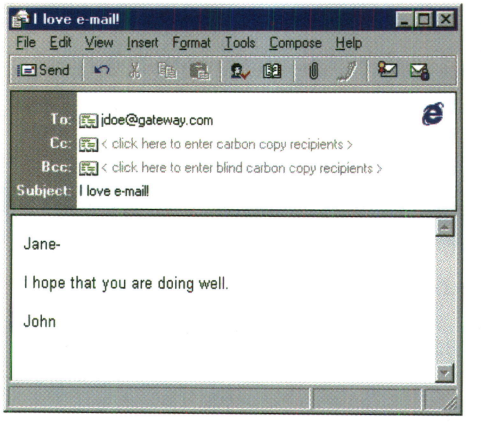
   - If you use the Microsoft Outlook Express e-mail application, click **Compose**, then **New Message**.
   - If you use the Netscape Messenger e-mail application, click **Message**, then **New Message**.

4. In the new message window type the e-mail address of the person you want to send your message to in the **To:** field, then type the subject and your message.

★ *Important!*

These instructions are specific to the gateway.net Internet access service.

If you have an account with another Internet Service Provider, or are using another e-mail application, refer to the documentation from that ISP or software manufacturer.



New Message window in Microsoft Outlook Express

5. Click **Send**.

   After the message has been sent, you can close your e-mail and Web browser applications and disconnect from your Internet service.

   The e-mail is routed over the Internet and, after a few minutes (or longer, depending upon Internet conditions), it arrives at the recipient's e-mail account.

Because your e-mail address is contained in your message, the recipient only needs to click a "reply" button to respond to your e-mail.

Checking your e-mail

For you to receive e-mail, someone must first send an e-mail to your e-mail address. (If you have an account with the gateway.net ISP, your address is your user name at gateway.net, for example, jdoe@gateway.net.)

When someone sends an e-mail to you, it arrives at your e-mail account on a gateway.net computer usually within minutes (depending upon Internet conditions).

To check your e-mail

1. Log on to your gateway.net account (or other ISP account).

   After your computer has connected, the Web browser opens. (If you are using another ISP, start your Web browser.)

2. Press the E-mail button on the optional Multi-function keyboard or from the Web browser start your e-mail application:

   - If you are using the Microsoft Internet Explorer Web browser, click **Go**, then **Mail**. This opens the Microsoft Outlook Express e-mail application.
   - If you are using the Netscape Navigator Web browser, click **Communicator**, then **Messenger Mailbox**. This opens the Netscape Messenger e-mail application.

3. Check for new messages:

   - If you are using the Microsoft Outlook Express e-mail application, click **Tools**, then **Send and Receive**.
   - If you are using the Netscape Messenger e-mail application, click **File**, **Get Messages**, then **New**.

   If you have new e-mail, it is downloaded to your computer and displayed in your e-mail inbox.

4. To read a message, double-click it.

   The message opens.

After you have received your e-mail messages, they remain on your computer until you delete them. (For information about deleting a message, see your e-mail application's online help.) Also, you do not need to be connected to the Internet to read messages that you have already received.

★ *Important!*

These instructions are specific to the gateway.net Internet access service.

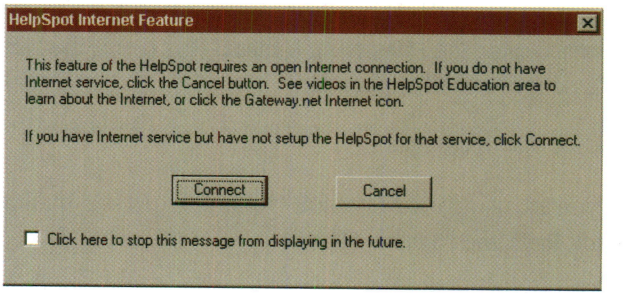
If you have an account with another Internet Service Provider, or are using another e-mail application, refer to the documentation from that ISP or software manufacturer.

The HelpSpot and the Internet

You can use the HelpSpot without being connected to the Internet. However, if you do have an Internet connection, you can use the HelpSpot's Internet features to:

- Get free training on using Windows, Microsoft Office programs, and many other popular software applications.
- Send a problem report to Gateway Technical Support if you're having trouble.
- Update the HelpSpot.

The first time you click a HelpSpot Internet feature, you see this message:

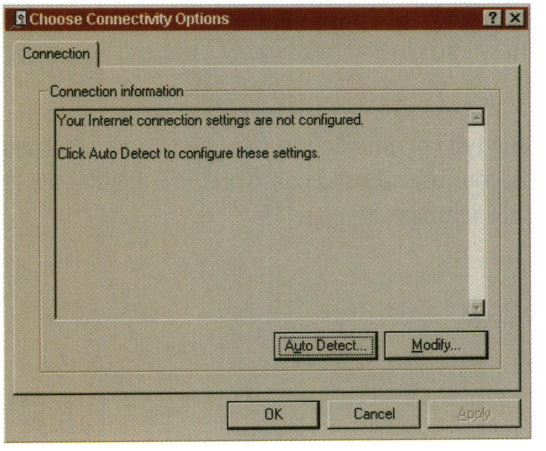


This message does not mean you have a problem, only that you need to connect to the Internet to use that particular feature in the HelpSpot. After completing the following procedure, the HelpSpot can use your Internet connection to connect to the appropriate web site when you click a HelpSpot Internet feature.

To set up the HelpSpot to work with your Internet connection

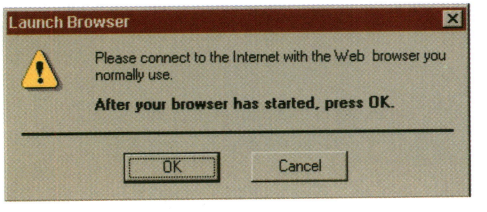
1. Click **Connect** in the HelpSpot Internet Feature message box.

   The Choose Connectivity Options dialog box opens.



2. In the Choose Connectivity Options dialog box, click **Auto Detect**.

   The Launch Browser message box opens.



3. If you already have a working Internet connection, open your browser and click **OK**.

   - OR -

   If you do not already have an Internet connection, you need to set one up with an Internet service provider. Click **Cancel** to exit the HelpSpot Internet feature set up program. For more information, see "Connecting to the Internet" on page 29.

   After you have an Internet connection, re-enter the HelpSpot Internet feature you wanted to use by clicking on it and following steps 1-3 again.

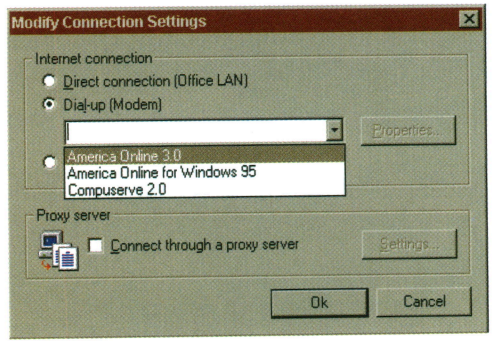
Depending on the type of connection you have, more information may be required such as your user ID and password. For details, see "Modifying HelpSpot Internet settings" on page 45.

Modifying HelpSpot Internet settings

If you need to modify your Internet connection settings for the HelpSpot, use the following procedure. You need to know your ISP, user name, and password.

To modify HelpSpot Internet settings

1. Open the HelpSpot and click **Options**.
2. Click **Settings** and **HelpSpot!**
3. In the window that opens, click the **Internet** tab.
4. Click **Modify**. The Modify Current Settings dialog box opens.

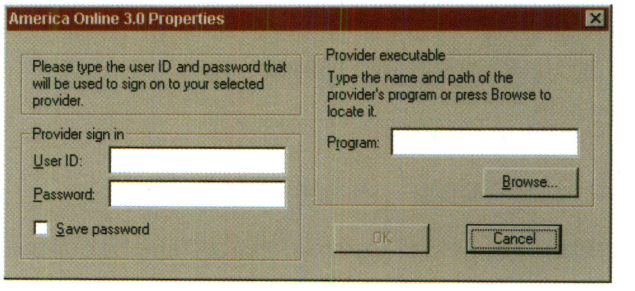


5. If you are using a dial-up (modem) connection, click the **Dial-up (Modem)** option.
6. In the list box, select your connection type.

7. **If you are not selecting America Online or gateway.net**, click **OK** to complete the setup.

   - OR -

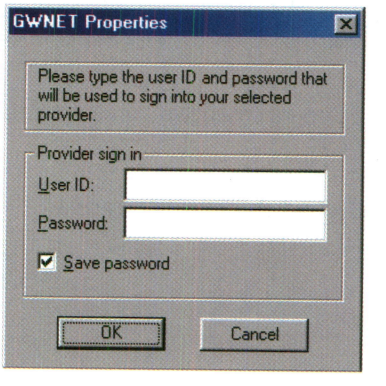
   If you are selecting America Online 3.0, the America Online Properties dialog box opens.



   Enter your User ID and Password, then type **c:\aol30\aol.exe** in the Program text box, then click **OK**.

   - OR -

   If you are selecting gateway.net, the GWNET Properties dialog box opens.



   Type your User ID @ gateway.net (for example, **jdoe@gateway.net**) and your password, then click **OK**.

Productivity and Entertainment

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Working with documents

Whether you are creating a spreadsheet, writing a letter, or drawing a picture, you are working with a *document*. The basic methods of creating, saving, opening, and printing a document apply to most applications.

The following examples illustrate how to use these methods of working with a document. In our example the document is a letter created using Microsoft® Word, a word processing application. Keep in mind that though we are using Microsoft Word, these same concepts apply in other applications such as Microsoft® Excel or Microsoft® Publisher.

Creating a new document

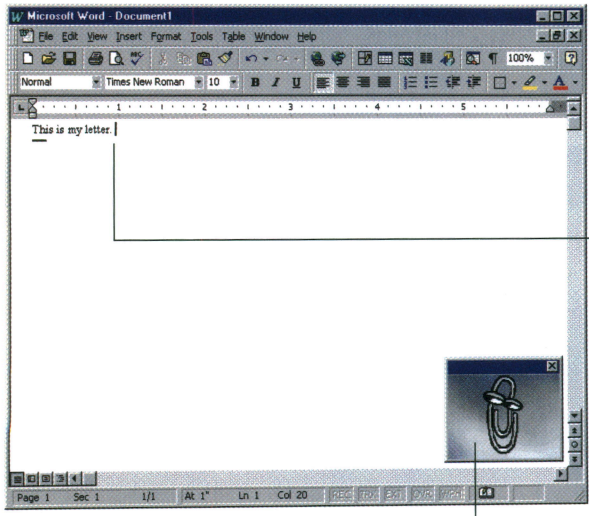
To create a document is to first determine which application to use. Because we are writing a letter, we choose Microsoft Word.

To create a new document in Microsoft Word

1. Click **Start**, select **Programs**, then click **Microsoft Word**.

   Microsoft Word opens a new, blank document.

2. Begin typing and formatting the document using the various menu commands and toolbar buttons.



Use menus and toolbar buttons to adjust the format of the document.

Type here. The blinking insertion point indicates where typed text will appear.

Click the office assistant for help on using Word.

If the assistant is not visible, click the toolbar button to show the assistant.

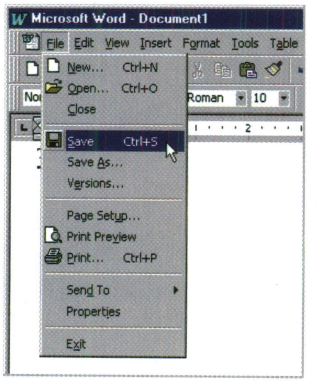
To learn more about what you can do with Word and other applications, use the online Help or the Learn Software feature in the HelpSpot. See Chapter 2 of this manual for more information on using these features.

Saving a document

To use a document later, you need to save it. You can save it to the hard drive, diskette, network drive, or other media.

To save a document in Microsoft Word

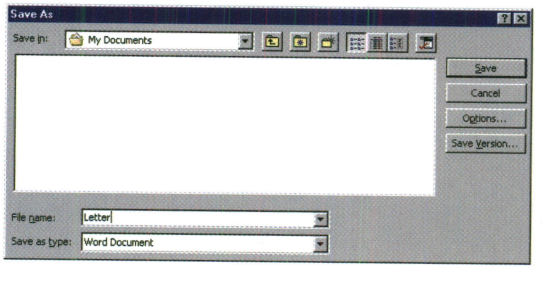
1. On the **File** menu, click **Save**.



If you are saving for the first time, a Save As dialog box opens.

If you are re-saving an existing file, the file is automatically saved with its previously specified file name and location.

2. If you are saving the document for the first time, in the Save As dialog box, type the file name and select the folder to save it in.



Opening a document

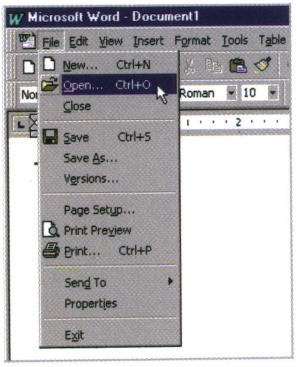
To view, revise, or print a saved document, you need to open it. One way to open a document is from the application from which it was created.

To open a document in Microsoft Word

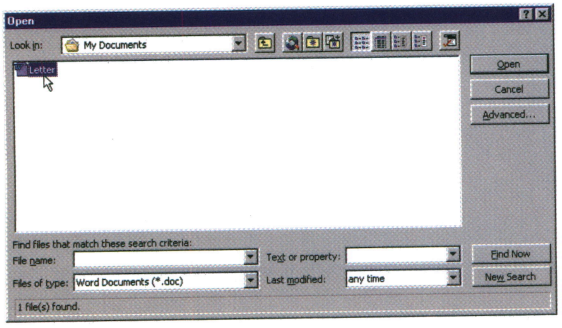
1. On the taskbar, click **Start**, **Programs**, then **Microsoft Word**.

   Microsoft Word opens a new, blank document.

2. On the **File** menu, click **Open**.



   The Open dialog box appears.



3. Locate, then click to highlight the document file, then click **Open**.

Printing a document

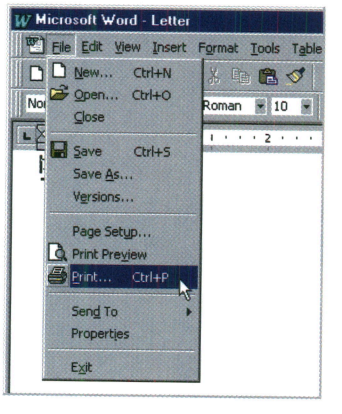
To print a document, you must have a printer connected to the computer or have access to a network printer. For information about installing a printer, refer to the printer's documentation.

If you have printing capabilities, use the following procedure to print a document from the application you created it in. Although this procedure uses Microsoft Word, most applications use a similar procedure.

To print a document in Microsoft Word

1. Ensure that the printer is powered on and is online.
2. Start Microsoft Word and open the document, if you haven't already done so.
3. On the **File** menu, click **Print**.

   The Print dialog box opens.



4. Choose your printing options, then click **OK**.

   The document prints.

To learn more about configuring printer options, refer to the printer documentation.

Sending and receiving faxes

If the computer is equipped with a modem, you can send and receive faxes over a standard phone line. Depending on the modem, you will use either Microsoft Fax or MegaPhone. If you have the modem that shipped with a microphone, see "Faxing with MegaPhone" on page 58, otherwise refer to the section below.

Faxing with Microsoft Fax

To fax documents with your data/fax modem, we recommend that you use Microsoft Fax. Gateway does not support faxing in Windows NT.

The first time you use Microsoft Fax you need to set it up so it can identify the modem and let you enter dialing information.

To set up Microsoft Fax for the first time

1. Double-click the **Inbox** icon on the desktop.

   The Inbox Setup Wizard opens.

2. Make sure there is a check in the box next to **Microsoft Fax**:

   - If you don't already have a Post Office set up by your network administrator and there is a **Microsoft Mail** checkbox, then click to clear the checkbox.
   - If you don't already have an Internet mail server or if you aren't sure if you do and there is an **Internet Mail** checkbox, then click to clear the checkbox.

3. Click **Next**.

   The Location Information window opens.

4. Type the dialing information for your location into the text boxes, then click **Close**.

   The Inbox Setup Wizard window opens.

5. Make sure the **Modem connected to my computer** option is selected, then click **Next**.

6. In the **Select a fax modem** dialog box, select your modem, then click **Properties**.

   The Fax Modem Properties dialog box opens.

7. If you plan to use your phone line for voice calls or other programs, select **Manual**, click **OK**, then click **Next**.

   - OR -

   If you plan to use your modem only for faxing, select **Answer after**, select the number of rings, click **OK**, then click **Next**.

8. If you plan to use the connection for faxing only, select **Yes**, then click **Next**.

   - OR -

   If you plan to use a telephone or application on this line, select **No**, then click **Next**.

9. Type your name and fax number in the text boxes, then click **Next**.

10. If you chose to install Microsoft Mail, enter the path to your Post Office. You can get this path from a server administrator.

11. If you chose to install Internet Mail, follow the on-screen instructions.

12. Accept the default location for your Personal Address Book by clicking **Next**.

13. Accept the default location for your Personal Folder by clicking **Next**.

14. Click **Finish**.

    The Inbox window opens.

To send a fax

1. Open the document that you want to fax (for example, a Microsoft Word document). Microsoft Fax lets you send faxes using word processing applications or any other application that can print

2. Click **File**, then **Print**.

   The Print dialog box opens.

3. Select **Microsoft Fax** from the list of printers, then click **OK**.

   The Compose New Fax wizard opens.

4. Follow the on-screen instructions.

To receive a fax

1. Double-click the **Inbox** icon on the desktop. The Windows Messaging Inbox must be open to receive a fax.

   The Windows Messaging Inbox opens.

2. Click the **fax machine** icon in the taskbar.

   The Microsoft Fax Status dialog box opens.

3. As you begin to receive an incoming fax call, click **Answer Now**.

   The Microsoft Fax Status dialog box monitors the fax and stores it in the Windows Messaging Inbox.

If your modem's answer mode is set to manual, you must tell it to answer the phone when it rings. To learn how to set your modem's answer mode to automatic, see "Changing Microsoft Fax options" on page 56.

You can view received faxes on the screen. You may also choose to print your received faxes.

To view and print a fax

1. Click the **Inbox** icon in the Windows Messaging toolbar.

   The Inbox - Windows Messaging window opens.

2. Double-click the fax you want to open.

   The fax document opens in the Fax Viewer.

3. To print the fax, select **File**, then **Print**.

   The Print dialog box opens.

4. Click **OK**.

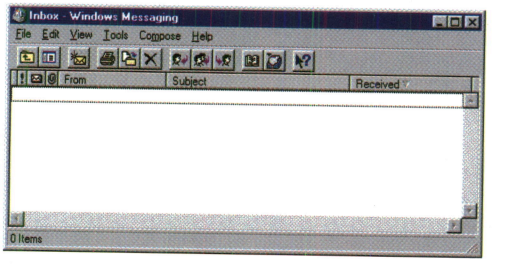
Changing Microsoft Fax options

You can change such Microsoft Fax options as when to schedule your fax to be sent and which cover page to use as your default cover page. More important, you can also change options such as whether Microsoft Fax will manually or automatically receive faxes.

To change Microsoft Fax options

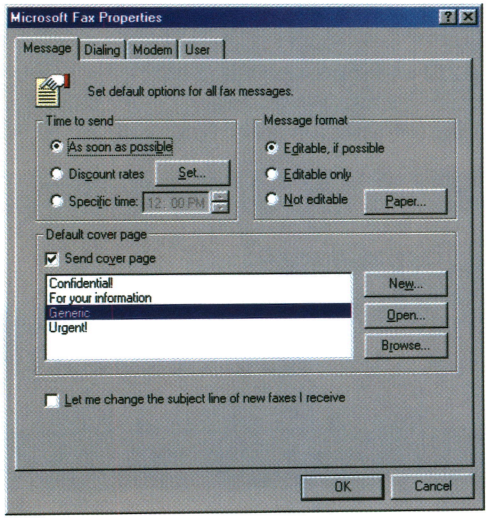
1. Double-click the **Inbox** icon.

   Windows Messaging opens.



2. Click **Tools, Microsoft Fax Tools**, then **Options**.

   The Microsoft Fax Properties dialog box opens.



3. Select your fax message options.

4. Click the **Modem** tab.

5. In the **Select a fax modem** dialog box, select your modem, then click **Properties**.

   The Fax Modem Properties dialog box opens.

6. If you plan to use your phone line for voice calls or other programs, select **Manual**, then click **OK** to save changes.

   - OR -

   If you plan to use your modem only for faxing, select **Answer after**, then click **OK** to save changes.

7. Click the **User** tab, type the correct information into each text box, then click **OK**.

8. Click the **Dialing** tab, then click **Dialing Properties**.

   The Dialing Properties dialog box opens.

9. Type the correct information into each text box, then click **OK**.

   Do not forget to enter any special numbers in the correct text boxes (such as 9 to get an outside line) that are required by your phone system.

10. Close the Microsoft Fax Properties dialog box.

See the Help file for more information about Microsoft Fax's options and features.

Faxing with MegaPhone

If your computer was purchased with a voice-capable modem, MegaPhone is installed on your computer. Use MegaPhone to send and receive faxes.

To send a fax

1. If MegaPhone is not already running, click **Start**, then select **Programs**, **MegaPhone**, then **MegaPhone**.

   MegaPhone starts.

2. If you are starting MegaPhone for the first time, follow the on-screen instructions to set program preferences.

3. Click **Fax**, then **Send Fax**.

   The Sending a Fax dialog box opens.

4. Type in the recipient information, click **Add to Recipient List**, then click **Next**.

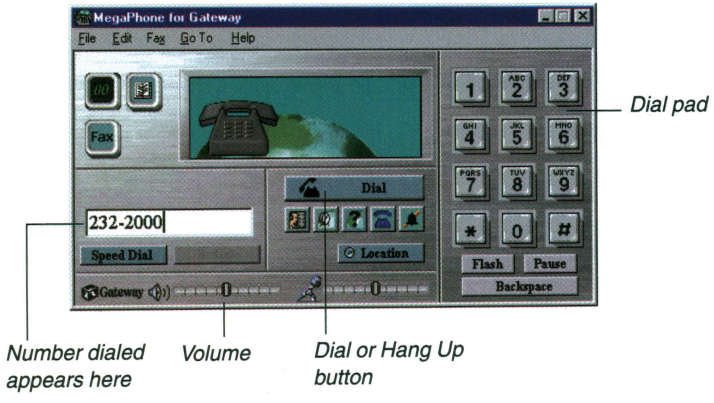
5. Follow the on-screen instructions.

To prepare to receive a fax

- Start MegaPhone and leave it running. MegaPhone automatically detects incoming faxes and routs them to the Message Center.

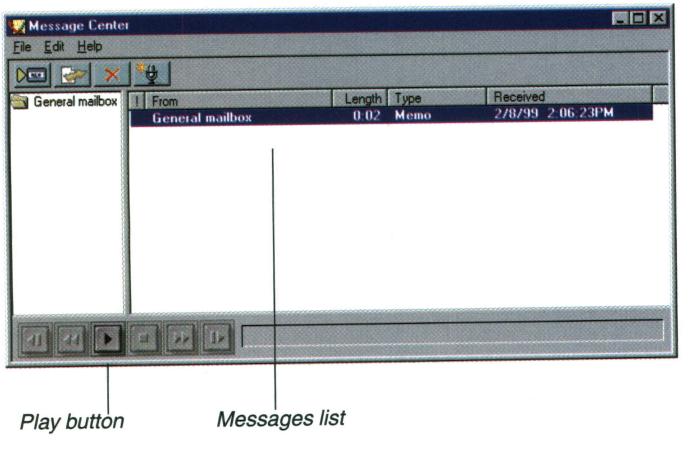
To view and print a fax

1. In the MegaPhone window, click the Message Center button.



The Message Center window opens.

2. In the message list, click the fax you want to view, then click the Play button.



3. If you opened a fax and you want to print it, click **File**, then **Print**.

Using telephone features

If your computer was purchased with a voice-capable modem, MegaPhone is installed on your computer. You can use MegaPhone to place and receive telephone calls using the SpeakerPhone feature of your modem.

To place a telephone call

1. Click **Start**, then select **Programs**, **MegaPhone**, then **MegaPhone**.

   MegaPhone starts.

2. If you are starting MegaPhone for the first time, follow the on-screen instructions to set program preferences.

3. To enter the telephone number, click the numbers on the on-screen dial pad or type the telephone number using your keyboard.

4. Click the **Dial** button.

   The call is placed and the **Dial** button changes to a **Hang Up** button.

5. When you want to end the call, click the **Hang Up** button.

To answer a telephone call

- To answer calls and receive messages or faxes, MegaPhone must be running.
- When a call comes in, MegaPhone notifies you. Click the **Answer** button on the Incoming Call Notification dialog box.

Using MegaPhone as an answering machine

With the MegaPhone application you can use your computer as an answering machine, speaker phone, and for other telephone features.

MegaPhone comes with a pre-recorded greeting welcoming callers. However, you can record your own outgoing greeting with your SpeakerPhone microphone.

To record a greeting

1. In the MegaPhone for Gateway window, click **File**, then **Preferences**.
2. In the Preferences dialog box, click the **Answering Machine** tab.
3. Next to **Initial Greeting**, click **Test** to hear the pre-recorded greeting. If you want to keep the existing greeting skip to Step 6.
4. To make sure you include all the information your callers need, you may want to prepare a script before you record.
5. Click **Record**, then speak clearly into the SpeakerPhone microphone. When you are finished recording, click **Stop**.
6. If you want to review what you recorded, click **Test**. If you do not want to keep your new greeting, repeat Step 5.
7. When you want to save the new settings and close the Preferences dialog box, click **OK**.

Retrieving messages in MegaPhone

MegaPhone must be running to detect incoming calls and route them to the Message Center.

If a call comes in while you are using MegaPhone, you can send it to the Message Center by clicking **VoiceMail** in the Someone is Calling dialog box.

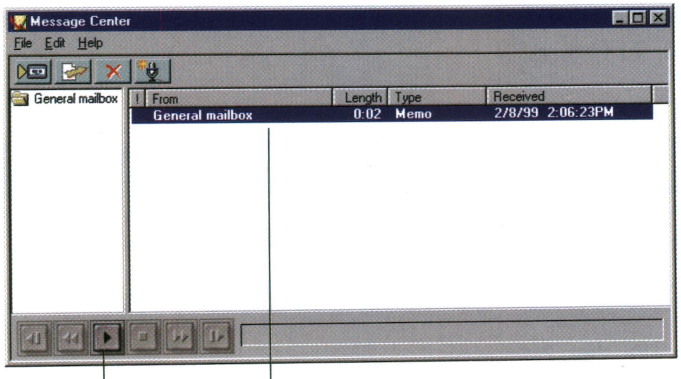
If a fax comes in while you are using MegaPhone or you accidentally answer a fax as if it were a phone call, click **Fax**, then **Manual Receive**.

To retrieve messages

1. In the MegaPhone window, click the Message Center button.

The Message Center window opens.

2. In the message list, click to highlight the message you want to hear or the fax you want to view, then click the Play button.



Play button *Messages list*

To retrieve messages while you are away

1. Dial your phone number.
2. When you hear the system greeting, press ***** .

   The Message Center asks for a mailbox number and passcode.
3. Type the mailbox number, press **#**, then enter your passcode.
4. Press **1**.

   The Message Center replays your messages.
5. Press **1** to delete a message, **2** to save a message, or **3** to listen to a message again.
6. Hang up when you have finished the call.

Caution!

You cannot recover a message once it has been deleted. The Message Center will not ask you to confirm the deletion when you retrieve your messages from a remote telephone.

Changing MegaPhone's preferences

You can change any of the preferences set in the Welcome dialog box. Some of these preferences are dialing properties, answering machine settings, and fax station ID settings.

To change preferences

1. Click **Start**, select **Programs**, **MegaPhone**, then click **MegaPhone**.

   The MegaPhone for Gateway window opens.

2. Click **File**, then **Preferences**.

   The Preferences dialog box opens.

3. Make changes to the settings, then click **OK**.

   The Preferences dialog box closes, saving your changes.

To learn about using other MegaPhone features, see the MegaPhone Help menu.

Playing an audio CD

In addition to reading data CDs, the CD/DVD drive can play standard audio CDs if your computer is equipped with audio and speakers (or headphones).

To play an audio CD

1. Ensure that the speakers are powered on (or headphones plugged in) and that the volume is turned up.
2. Press the CD/DVD eject button to open the drive tray.
3. Place an audio CD, label side up, in the CD/DVD drive tray.
4. Press the CD/DVD eject button to close the drive tray.

   The CD player opens, and the CD begins to play.

Playing a DVD movie

A Digital Versatile Disc (DVD) is similar to a standard CD, but has greater data capacity. Because of this increased capacity, full length movies can fit on a single disc.

If the computer is equipped with a DVD drive and the appropriate controller hardware, you can play DVD movies in addition to standard CDs.

To play a DVD movie

1. Ensure that the speakers are powered on (or headphones plugged in) and that the volume is turned up.
2. Click **Start**, select **Programs**, **DVD Player**, then click **DVD Player**.

   The DVD Player opens.

3. Press the CD/DVD eject button to open the drive tray.
4. Place a DVD, label side up, in the DVD drive tray. If the DVD is two-sided, check the DVD label to determine which side to face up.
5. Press the CD/DVD eject button to close the drive tray.

To control the DVD or adjust the volume, use the DVD player controls.

To learn more about using DVD Player, click **Start**, **Programs**, **DVD Player**, then **DVD Player Help**.

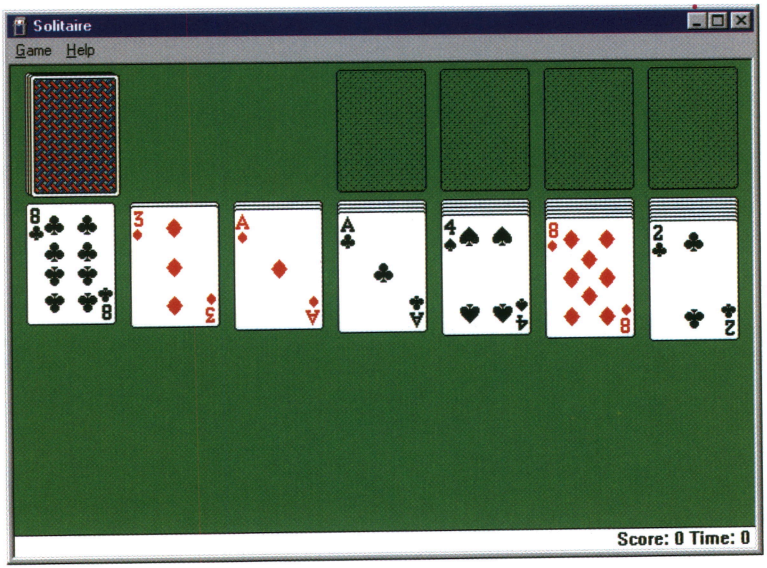
Playing games

Windows includes four games installed on the computer: FreeCell, Hearts, Minesweeper, and Solitaire. To install and play other games on the computer, refer to the documentation included with the game.

To start Windows Solitaire

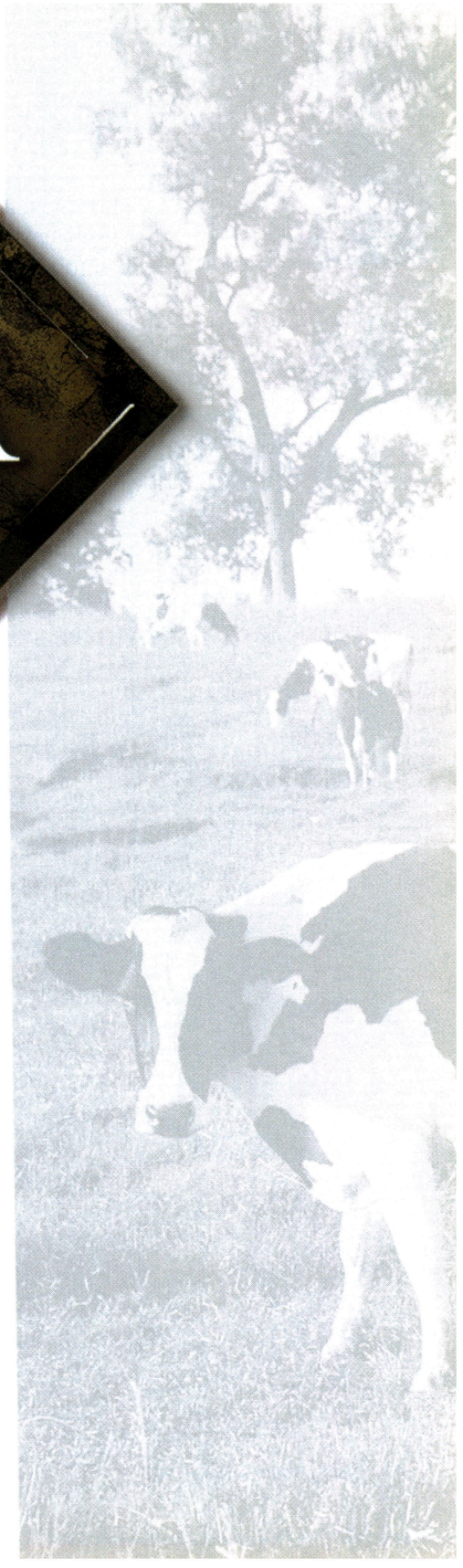
- Click **Start**, select **Programs**, **Accessories**, **Games**, then click **Solitaire**.

  The Solitaire game opens.



To learn more about playing Solitaire or other Windows games, see the game's online Help.

Contacting Gateway

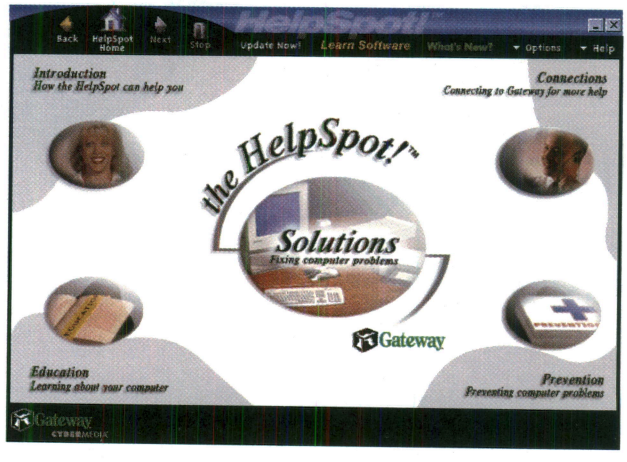


Connecting to Gateway

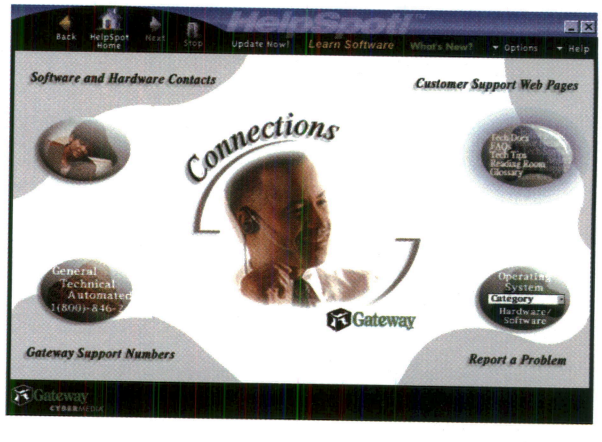
Even with all the resources available for preventing and fixing problems, you may still need to contact Gateway. Use the HelpSpot to get support information and contact Gateway.

To locate support information and contact Gateway

1. Click **Start**, then **the HelpSpot**. The HelpSpot opens.



2. Click the Connections icon. The Connections screen appears.



3. Click the type of support you need.

- **Software and Hardware Contacts**

  Click the **Software and Hardware Contacts** icon from the Connections window to view a listing of Gateway suppliers of the hardware and software that came with your computer. You can also connect to the web sites of the manufacturers of the software or hardware in question, and receive information and help straight from the supplier.

  You must be able to connect to the Internet to use the Software and Hardware Contacts feature. For more information, see Chapter 3 of this manual.

- **Gateway Support Numbers**

  Click the **Gateway Support Numbers** icon to view a listing of Gateway telephone numbers. Then call the number that best matches your needs.

- **Customer Support Web Pages**

  Click the **Customer Support Web Pages** icon to access Gateway's technical support Web pages. Look for updated information about your computer, news, help, and other exciting product information from Gateway.

  You must be able to connect to the Internet to use the Customer Support Web Pages feature. For more information, see Chapter 3 of this manual.

- **Report a Problem**

  If you have a problem that Spot Check did not address or could not help you resolve, click the **Report a Problem** icon to send an e-mail message about the problem to Gateway's Technical Support team. Sending a problem report to Gateway often lets a technician begin working on the problem immediately, which saves you time on the phone. For more information on using the Spot Check feature, see your *Maintaining and Troubleshooting Your Gateway PC* manual.

  You must be able to connect to the Internet to use the Report a Problem feature. For more information, see Chapter 3 of this manual.

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Regulatory Compliance Statements

American Users:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Caution!

The Federal Communications Commission warns the users that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Accessories: This equipment has been tested and found to comply with the limits of a Class B digital device. The accessories associated with this equipment are as follows:

- Shielded video cable
- Shielded power cord.

These accessories are required to be used in order to ensure compliance with FCC rules.

Canadian Users:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Attention!

Couper le courant avant l'entretien.

This Information Technology Equipment has been tested and found to comply with the following European directives:

[i]EMC Directive 89/336/EEC amending directive 92/31/EEC & 93/68/EEC as per

- EN 50081-1:1992 according to
  EN 55022:1995 Class B
  EN 61000-3-2:1995 or EN 60555-2:1986
  EN 61000-3-3: 1995

- EN50082-1:1992 according to
  EN 61000-4-2:1995 or IEC 801-2:1984
  ENV 50140:1994 or IEC 801-3:1984
  EN 61000-4-4:1988 or IEC 801-4:1999

[ii]Low Voltage Directive (Safety) 73/23/EEC as per EN 60950: 1992

European Users:

This equipment is in the Class 2 category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential area.

Japanese Users:

When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

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This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Spectrum Management Agency.

Australian and New Zealand Users:

Caution!

Disconnect power before servicing.

Notices

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